

October 10, 2018

Windstream Services, LLC  
4001 N. Rodney Parham Rd.  
Little Rock, AR 72212

«Contact»  
«Company»  
«Address»  
«City», «State» «Zip»

**Important Notification Regarding Your DSL Service for Account #: «Acct No. », Service Address «Service Location»**

As a valued Windstream customer, we want to let you know that changes are occurring at the location from which your service is provisioned. Your service today is being delivered over a copper network that Windstream leases from Verizon. Verizon is decommissioning this copper network and replacing it with newer fiber technology to provide a better, improved suite of services.

With this change the current DSL Service you are receiving from Windstream will no longer be available over the new fiber plant. **As a result, Windstream customers in the Skaneateles and West Seneca, New York, and Jenkintown and Pittsburgh, Pennsylvania areas will have these services retired on or about November 30, 2018.** Please note, this notification does not affect other services you may have with Windstream.

**The change requires action on your part. An Account Representative will be contacting you shortly to make you aware of your options and assist you in any way possible to ensure a smooth transition prior to the service retirement. Failure to make arrangements for an alternative service by October 22, 2018 may result in permanent service termination or insufficient time to transition to a replacement service, with no immediate restoral options.**

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the § 63.71 Application of Windstream Services, LLC. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service.

Thank you for your prompt attention to this important matter. Please remember that with this change, our goal is to keep your business running smoothly. If you should you have any questions regarding this change, please contact Customer Care at «Care».

Regards,

Customer Care